

## **Frequently Asked Questions (FAQs) for NonCompliance Recall N242474600 Missing Certification Label**

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the NonCompliance Recall identified above.

**Q1) Which vehicles are involved?**

**A1)** General Motors has decided that certain 2024 model year Buick Envision vehicles fail to conform to S4.3.3 of Federal Motor Vehicle Safety Standard (FMVSS) No. 110 "Tire Selection and Rims." Additionally, the Vehicle Emissions Control Information (VECI) label may not have been installed, as required by EPA regulations.

**Q2) What is the issue or condition?**

**A2)** These vehicles are missing the label that provides the tire size and cold tire pressure for the front and rear tires and the gross vehicle weight ratings.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

**A3)** None.

**Q4) What is the remedy/repair?**

**A4)** Dealers will install the missing labels.

**Q5) What is the safety risk? Is the vehicle safe to drive?**

**A5)** Without tire and gross vehicle weight rating information available on the label, there is a risk that customers may overinflate or underinflate their tires or exceed the recommended weight ratings, increasing the risk of a crash.

**Q6) Does the customer have to pay for this remedy/repair?**

**A6)** No, this inspection/repair will be done at **no cost** to the customer.

**Q7) Is the remedy/repair available now?**

**A7)** Yes, please see the attached bulletin for details.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

**A8)** If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this recall?**

**A9)** Customers who own a vehicle involved in this recall will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://experience.gm.com/ownercenter/recalls> or via NHTSA's website at <http://www.nhtsa.gov>.

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

**A10)** Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.